

# What happens if there is a problem?

If there is a problem billing your prescription to your primary insurance, you or the pharmacy will need to contact that insurance company to resolve the issue. Your pharmacy should notify you when there is a problem.

**If there is a problem billing the WTC Health Program, you or the pharmacy must contact Optum at 1-855-640-0005 to resolve the issue.**

# How to find a pharmacy that works with the WTC Health Program?

## Find a Retail Pharmacy Location Near You

<https://www.cdc.gov/wtc/pharmacy.html>  
1-855-640-0005.

## Register for Mail Order Pharmacy

Mail order offers convenience, privacy, and the security of never missing a refill. You can register for mail order through Optum.

<https://www.cdc.gov/wtc/pharmacy.html>  
1-855-640-0005

**1-888-982-4748**  
**[www.cdc.gov/wtc](http://www.cdc.gov/wtc)**

# WTC

## HEALTH PROGRAM



# Coordination of Benefits

## GETTING YOUR MEDICATION AS A SURVIVOR IN THE WTC HEALTH PROGRAM





## How does coordination of benefits work for prescription drugs?

Optum is the company that manages the WTC Health Program pharmacy benefits.

**In both cases, you will always need to present your primary insurance and WTC Health Program Card to the pharmacy.**

**The Pharmacy will bill your primary insurance first, and then bill any remaining costs to the WTC Health Program.**